

038 - DATA SYSTEMS DEVELOPMENT PROJECTS

Operational Summary

Description:

This budget unit funds major County Information Systems development efforts, significant system upgrades and ongoing operations and maintenance of the CAPS system. Projects are recommended on the basis of providing cost reduction or avoidance, improving service levels and utilizing non-County general funding sources.

At a Glance:

Total FY 2003-2004 Projected Expend + Encumb:	14,770,240
Total Recommended FY 2004-2005 Budget:	14,999,103
Percent of County General Fund:	0.61%
Total Employees:	0.00

FY 2003-2004 Key Project Accomplishments:

- Continued planning for the replacement of the County's Financial and Human Resources system, including conducting bid process for consultants to assist County in analysis and selection of an Enterprise Resource Planning (ERP) alternatives.
- Implemented County's first on-line training management system in the Social Services Agency and Auditor-Controller.
- Implemented County's first automated workflow process fully integrated with the Financial System.
- Developed new standard look and feel for County web site. Implemented this new concept in seven County agencies.
- Established centralized web update team to provide efficient centralized web support.
- Implemented Content Management software for the County Executive Office. This will reduce costs for support and maintenance of County web site.
- Continued security assessments of agency/department networks.
- Implemented an automated subpoena response system to provide enhanced efficiencies in regards to subpoena receipt acknowledgement.
- Automated the storage and retrieval of Probation Department's Adult Case and Adult Restitution documents, greatly improving access and availability of documents.
- Continued to support enhancements to the Comprehensive Agenda Management System (CAMS).
- Acquired County's first comprehensive Housing and Community Development Application system.
- Implemented new automated landfill system for IWMD.

Budget Summary

Changes Included in the Recommended

Base Budget:

See project matrix for FY 04-05 project submittals.

Proposed Budget and History:

Sources and Uses	FY 2002-2003	FY 2003-2004	FY 2003-2004	FY 2004-2005	Change from FY 2003-2004	
	Actual	Budget As of 3/31/04	Projected ⁽¹⁾ At 6/30/04	Recommended	Projected Amount	Percent
Total Revenues	0	0	77,000	0	(77,000)	-100.00
Total Requirements	14,055,255	14,770,240	17,458,473	14,999,103	(2,459,370)	-14.09
Net County Cost	14,055,255	14,770,240	17,381,473	14,999,103	(2,382,370)	-13.71

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2003-2004 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Data Systems Development Projects in the Appendix on page 462.

Highlights of Key Trends:

- In FY 04-05, major County Information System development efforts continue to be funded while meeting the 2004 Strategic Financial Plan Net County Cost Limit. We continue to focus technology on business process improvement and meeting customer requirements.
- Projects include: Upgrade of County Financial and Human Resources system and Assessment Tax System needs assessment;
- Continued implementation of the CAPS Requisition document with workflow
- Improved access to documents and forms using document scanning technology
- Completion of Public Defender Case Management System
- Updating of the County's WAN infrastructure
- Final phase of the District Attorney's Integrated Criminal Justice System

FY 2004-2005 Information Systems (Fund 038) Final Budget Recommendations

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts						Recommendations/Comments
				Fund 038 Budget			Funded in Agency Budget		Total	
				County General Amount	Other Revenue		Amount	Agency/Source		
					Amount	Source				
COUNTYWIDE SUPPORT PROJECTS										
1	955	CAPS Operations and Maintenance Budget	\$ 9,785,000	\$ 9,785,000	\$ 0		\$ 0		\$ 9,785,000	Approve. Annual operation and maintenance costs for Countywide budgeting, accounting, purchasing, human resources, and payroll system.
2	500	ERP Research, Acquisition and Implementation Planning	595,000	595,000	0		0		595,000	Approve. Outsource and implement a cost-effective ERP (Enterprise Resource Planning) solution to upgrade technology capabilities; improve finance, purchasing and human resources business processes; increase access to information; and reduce overall costs. The selected solution will replace the County's current financial, purchasing and human resources information systems collectively known as CAPS (County-wide Accounting and Personnel System). As the first step in replacement process, the County will engage a consultant to provide services in support of the County's efforts to evaluate alternatives, source a best practices solution, and plan its implementation. This request is solely for the purpose of completing this important first phase of the overall ERP effort.
3	N/A	Identification Provisioning & Management	500,000	0	0		0		0	Not Approved. Provide for a standardized, easy, efficient and secure method for provisioning and managing user information such as user IDs, passwords, authorizations, e-mail addresses, phone numbers and any other relevant information that would be used in processes such as workflow, employee self-service portals, business partner portals and other future automated processes. Any application would have the ability to utilize this resource thus eliminating the need to develop such an infrastructure for every application.





FY 2004-2005 Information Systems (Fund 038) Final Budget Recommendations (Continued)

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts						Recommendations/Comments
				Fund 038 Budget			Funded in Agency Budget		Total	
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					Amount	Source				
4	501	Purchasing File Folder	275,000	275,000	0		0		275,000	Approve. Represents continuation of a multi-year project. Continue implementation of the OnBase Purchasing text repository at the Agency level. The County's current method for creating and storing documents relating to procurements is paper oriented and labor intensive. Individual paper file folders are created when a procurement is initiated and that file is the primary repository for all documents relating to the procurement during its entire lifecycle. This project will take advantage of existing imaging system technology (OnBase) within the County to store and manage all procurement documents associated with "Purchasing File Folders." Funding will provide for necessary training, hardware and implementation support to a number of County agencies in FY 04-05.
5	400	CAPS Workflow Implementation	745,000	650,000	0		0		650,000	Approved at reduced funding level. Currently the County does not use a standard requisition document. Proven successful, as a pilot project HCA has implemented the baseline CAPS requisition (GUI version) with automated work flow and object (document) attachment. Requisitions that used to take up to a week to process can now be processed in hours. These requisitions are also fully integrated into the County financial system and can automatically generate purchasing documents eliminating double entry of document information. The purpose of this request is to provide funds to implement this process in other County agencies. Benefits from this project will include, a faster and less expensive purchasing process, less time spent distributing paper requisitions and other documents and a reduction in required data entry.



FY 2004-2005 Information Systems (Fund 038) Final Budget Recommendations (Continued)

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts					Recommendations/Comments	
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6	403	Adobe Workflow - Form Development	480,000	377,000	0		0	377,000	Approved at reduced funding level. Represents continuation of a multi-year project. Provide funding to continue to support initial projects for online forms/ automated workflow processes in order to reduce costs and leverage the County's existing investment in Adobe/ Accellio forms/workflow software. During FY 02-03 funding was provided to provide initial license for the Adobe platform. During FY 03-04 funding was provided to support initial pilot projects. Pilot projects have been completed or are in progress for Auditor-Controller, Clerk of the Board and Probation. This projects have been successful. This request will provide funding to support additional Agency/Department projects and to buy an additional needed license to support the required production environment.	
7	502	IT Strategic Plan Implementation	200,000	200,000	0		0	200,000	Approve. At the request of the Board of Supervisors, CEO/ IT is developing a comprehensive IT strategic plan for the County. The final report will be presented to the Board this fiscal year. This report is being developed with the assistance of the Gartner Group and will contain best practices in terms of private industry and government. The report will outline a number of major IT initiatives that will allow improved deliver of IT services at a substantially reduced cost. It is important that CEO/IT have funds available next year to begin the implementation of the recommendations, such as consolidation of IT services, network infrastructure realignment, and hardware realignment to the Enterprise Data Center.	
8	503	Alcatel Upgrade/Replacement	500,000	500,000	0		0	500,000	Approve. Funding to begin potentially migrating the WAN network infrastructure from Alcatel to another manufacturer. It is anticipated that migrating to another manufacturer of alternative technology would entail negotiating favorable warranty periods and the introduction of newer technology to better enable the computing infrastructure of the future. Based on the current projections of expenditures over the next 5 fiscal periods the County will spend \$1,188,000 maintaining the current ATM equipment. We project that a migration to another platform (based on initial cost comparisons and subject to RFP) would be \$1,400,000 over that same fiscal period.	



FY 2004-2005 Information Systems (Fund 038) Final Budget Recommendations (Continued)

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9	504	Centralized Email	950,000	500,000	0		0	500,000	Approved at reduced funding level. Funding to provide the foundation for a centralized e-mail for the entire County, approx. 22,000 mail boxes. With the introduction of a centralized e-mail system it is anticipated that the County can reduce labor hours Countywide by approximately 22,000 hours annually. In addition, hardware and software savings annually are estimated to be approximately \$1,016,840.00 once all e-mail systems have been centralized and hardware and software are de-commissioned within County agencies. These numbers are estimates principally due to the fact that CEO/IT does not have visibility within each agency to determine specific cost savings and or labor hour offsets. The benefits for departments and agencies are a more cohesive e-mail platform, including all County employees. Additionally agencies could realize substantial cost savings by centralizing this application and leveraging a single resource for providing this service.	
10	505	Video Conference Implementation	350,000	350,000	0		0	350,000	Approve. Funding to provide the foundation for a Video Conference network for the entire County. With the introduction of a centralized videoconference system it is anticipated that the County can reduce labor hours Countywide. Specific cost savings are based on agency participation. Once the core MCU is installed and ready to be used by the County "road shows" should be organized to educate and assist agencies with acquiring and installing the necessary equipment.	
11	506	HR Reporting with Business Objects	125,000	100,000	0		0	100,000	Approved at reduced funding level. Funding for an evaluation be conducted to assess the feasibility of converting labor-intensive Human Resources (HR) reports into an automated form. Currently the reports are compiled by HR Systems staff. If the evaluation concludes it is feasible to enhance productivity via report automation, it is expected that the new reporting system would speed up access to HR information, provide reporting flexibility plus direct access to those needing the reports, thereby enabling more effective use of technical and human resources.	

ASSESSOR

FY 2004-2005 Information Systems (Fund 038) Final Budget Recommendations (Continued)

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts						Recommendations/Comments
				Fund 038 Budget			Funded in Agency Budget		Total	
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					Amount	Source				
12	N/A	Assessment Tax System	\$ 1,823,845	\$ 0	\$ 1,823,845	AB 589-Property Tax Admin. Grant Program	\$ 0		\$ 1,823,845	Approve. Represents multi-year project. Enhance Assessor's segment of the current ATS by integrating various systems and processes and simplifying the user interface. This Phase will include system design, programming, training, testing and implementation, purchase and installation of additional hardware and software. Total cost of project estimated at \$5.5 million for Dept's segment of ATS - see related ATS request under Treasurer-Tax Collector. (Previously approved Strategic Priority).
AUDITOR-CONTROLLER										
13	508	Employee Paystub Portal/ Business Continuity Svcs for Paycheck Issuance	\$ 314,220	\$ 314,220	\$ 0		\$ 0		\$ 314,220	Approve. The County currently produces an prints approximately 18,000 Payroll Remittance Advices each pay period. These pay stubs are sorted and prepared at Central Payroll for pickup by agency staff. They are then further sorted and distributed to various pay locations at each agency. The distribution process is labor intensive and time consuming. A survey of four agencies indicates an average cost of \$21 per employee per year. Additionally, there is no business continuity solution in place for producing paychecks for employees, should the County's CAPS Payroll application not be available. This has been recognized as a significant risk to the County. This request is for funding to acquire services for business continuity for Payroll Check production and for a secure web-based portal for employees to view and print pay stubs. Having a business continuity service external to the County provides assurance that paychecks will be produced should there be a regional disaster. (On-going annual cost estimated at \$264,220).
14	507	Invoice Management and Vendor Self-Service	500,000	350,000	0		0		350,000	Approved at reduced funding level. The County currently processes approximately 225,000 invoices annually. It is a manual, paper-intensive process involving physical routing and approval of the documents before entry into CAPS for payment processing. It is almost impossible to determine the status of any specific invoice at any given time as there is no global mechanism for tracking invoices from the point of arrival to entry into CAPS. Funding is to purchase and implement of a web-based invoice management and processing system to streamline workflow and reduce manual labor.





FY 2004-2005 Information Systems (Fund 038) Final Budget Recommendations (Continued)

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					Amount	Source					
DISTRICT ATTORNEY											
15	407	Integrated Criminal Justice System	\$ 220,000	\$ 220,000	\$ 0		\$ 0		\$ 220,000	Approve. Represents last phase of a multi-phase project. (Phase I implemented during FY 02-03 was funded via Prop 172). Phase II of the Integrated Criminal Justice System automates exchanging data between the District Attorney's Case Management System and Superior Court's Vision System. Funding requested is for Phase III which automates the filings from police agencies to DA. The 2001 Orange County Integrated Law & Justice Implementation Plan was a cooperative project of each criminal justice entity and defined which organization created the information and those organizations needing it.	
HEALTH CARE AGENCY											
16	N/A	Employee Health Click On Replacement System	\$ 143,071	\$ 0	\$ 0		\$ 143,071	Charges to User Depts	\$ 143,071	Approve. The current vendor will not continue to support the current Employee Health Click-On System which maintains files on all walk-in clients. A comparative application must be procured and implemented. The new system will be required to handle the functionality of the current system.	
17	N/A	MSI Eligibility and Verification System	905,000	0	0		905,000	Budgeted in Agency's Budget	905,000	Approve. Implement an electronic application system for the Medical Services for the Indigents (MSI) program to decrease the time it takes to determine eligibility. Quicker application approval will allow MSI patients to have access to medical services more timely, as well as decrease costs involved to the MSI program, SSA, and the Hospital and Community Clinic Providers who take the application. Development of a total system that will automate eligibility and verification, minimize labor and handling errors, minimize and prevent patient file loss, along with unneeded unnecessary medical services, falsified claims, while streamlining the overall applicant to payment and reimbursement fulfillment process. Currently the MSI Program pays \$1,473,811 for 15 FTE equivalent positions per year. The cost for each FTE equates to approximately \$98,000. By going to the new system the FTE count would be reduced to 8. This would amount to a savings of approximately \$688,000 per year.	
HOUSING AND COMMUNITY SERVICES											

FY 2004-2005 Information Systems (Fund 038) Final Budget Recommendations (Continued)

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts						Recommendations/Comments
				Fund 038 Budget			Funded in Agency Budget		Total	
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					Amount	Source				
18	509	HCS Digital File Room	\$ 105,800	\$ 105,800	\$ 0		\$ 0		\$ 105,800	Approve. Funding requested to create a digital file room to serve the document management needs of the department. By storing documents electronically, HCS gains a safe and secure repository for the documents, eliminates the need for floor space, which can be put to more productive use. In a six-month period, the OCHA file room staff pulled files over 45,000 times. This includes filing individual documents, fulfilling file requests and re-filing the file folders. If the documents were scanned and digitally filed the majority of this activity would not have been necessary.

PROBATION

19	510	Offender Risk/Needs Assessment Automation	\$ 527,083	\$ 527,083	\$ 0		\$ 0		\$ 527,083	Approve. Funding requested to automate the current manual Risk/Needs Assessment process conducted for each probation case to determine the level of supervision and the types of services required. Through automation, the department's goal of "prescriptive case planning" can be achieved to ensure consistency, completeness, and timeliness of the case plan development and implementation. Duplicate data entry will be eliminated since the Risk/Needs and Case Plan data will be available for use in other applications and the information will be available on-line to all applicable members of the department. This information access will ensure consistency when case assignment changes occur, as well as improve collaboration and data sharing efforts with other law enforcement agencies. With increasing caseloads and limited staffing resources, the use of automation to improve productivity and efficiency is critical.
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PROPERTY AND CASUALTY RISK INTERNAL SERVICE FUND





FY 2004-2005 Information Systems (Fund 038) Final Budget Recommendations (Continued)

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts						Recommendations/Comments
				Fund 038 Budget			Funded in Agency Budget		Total	
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					Amount	Source				
20	N/A	Liability Data Base Replacement	\$ 200,000	\$ 0	\$ 0		\$ 200,000	Property & Casualty ISF 294	\$ 200,000	Approve. This project is a rebudget item originally from FY 02-03. Funding to purchase a commercially available claims management software that would allow staff to access critical information on-line and support accurate responses to data inquiries. Current system is limited in its claims management capabilities and has continued to require costly fixes in order to meet increasing management information demands. Software will support standardized claims data reporting and will result in long-term cost avoidance and short-term cost savings.
PUBLIC DEFENDER										
21	511	Case Management System	\$ 332,800	\$ 150,000	\$ 0		\$ 0		\$ 150,000	Approve at reduced funding level. Funding requested for the completion of the office Case Management System. Completion of this project will provide efficient tools for the sharing of data, up to the minute activity information, appropriate documentation, statistical information, and will allow information to staff simultaneously. This final phase will incorporate all three of the modules of the Case Management System (Attorney, Investigator, and Clerical) so that all case information is available electronically.
SHERIFF-CORONER										
22	N/A	Mobile Data Computers	\$ 1,981,286	\$ 0	\$ 0		\$ 1,981,286	Calif. Law Enforcement Equipment Program Funding	\$ 1,981,286	Approve. Represents final implementation phase of a multi-year project. (Rebudget of remaining funds from FY 03-04). Funds will be used to purchase additional units for Investigations (110), Motors (12), and MDC's (11). In addition to the added number of units to deploy, and upgrade of the connection speed will be developed for units out in the field. The MDC units use digital terminal and Global Positioning System (GPS) technology to dispatch patrol units. Project will increase officer safety, improve response times, provide secure dispatch communications, eliminate unnecessary voice radio traffic and will allow quick data recall, and ability to send & receive documents and images over the air. With the addition of CLETS access and the Automated Field Reporting, the officers' work capability and efficiency will be increased.

FY 2004-2005 Information Systems (Fund 038) Final Budget Recommendations (Continued)

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23	N/A	Automated Timekeeping System	2,000,000	0	0		2,000,000	Fund 14B - Public Sales Tax Revenues	2,000,000	Approve. This project is a rebudget item originally from FY 02-03. Request to upgrade current in-house payroll system designed in 1984 to handle 1,100 employees which has now grown to 3,700 employees. Current system is not compatible with the County's GHRS system.
24	N/A	Statistical Tracking & Evaluation System	300,000	0	0		300,000	Fund 144 - Inmate Welfare Fund	300,000	Approve. This project is a rebudget item originally from FY 02-03. Develop statistical tracking and evaluation system to document and analyze inmate participation in Unit programs while incarcerated, their continuation of such programs in the community following release, and the level to which participants show a reduced recidivism or increased time between incarcerations.
25	N/A	Mainframe Replacement	1,422,131	0	0		1,422,131	SCAPP & OCATS	1,422,131	Approve. Funding requested to upgrade the Unisys Clearpath mainframe computer. The current hardware was purchased in 1999. The purchase included a five year prepaid hardware maintenance, software maintenance and software licensing agreement. This agreement will expire in December 2004. Unisys has stated that the currently installed mainframe has reached its end-of-life cycle and therefore a renewal of the maintenance contract will entail a significant cost increase. Unisys has also provided a proposal to replace the current mainframe computer with the latest state-of-the-art model. This proposal includes a five year prepaid maintenance and software licensing agreement. A preliminary analysis of the costs involved show that the purchase of a new Unisys mainframe computer, along with prepaid maintenance and software licensing agreements, represents a significant cost savings over a five year period as opposed to a renewal of maintenance and licensing on the current equipment.

TREASURER-TAX COLLECTOR





FY 2004-2005 Information Systems (Fund 038) Final Budget Recommendations (Continued)

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts						Recommendations/Comments
				Fund 038 Budget			Funded in Agency Budget		Total	
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					Amount	Source				
26	512	Assessment Tax System Re-Engineering	\$ 1,062,760	\$ 0	\$ 1,062,760	SFP Reserve	\$ 0	\$ 1,062,760	Approve. The Assessment Tax System (ATS) is a Mainframe system that provides online inquiry and online/batch update capability for all Tax Rolls- it is shared by the Assessor, Auditor-Controller, Treasurer-Tax Collector and Clerk of the Board. Because the system is written in an obsolete programming language (IDEAL) that will not be supported in the future, and because the County Enterprise Platform is changing, the Treasurer-Tax Collector, Auditor-Controller, and Clerk of the Board will replace and re-host a new ATS system to support their Agencies. The replacement of ATS first requires a Needs Assessment: a one-year effort to document the current business processes, the desired business processes and system requirements, and to create a roadmap for replacement of the old system. The ATS Needs Assessment will result in an RFP -or- a Functional/ Technical Requirements Document. Total cost of project estimated at \$8-\$10 million. (Previously approved Strategic Priority).	
Total			\$ 26,342,996	\$ 14,999,103	\$ 2,886,605	AB 589-Property Tax Admin. Grant Program and SFP Reserve	\$ 6,951,488	\$ 24,837,196		

038 - DATA SYSTEMS DEVELOPMENT PROJECTS

Summary of Proposed Budget by Revenue and Expense Category:

Revenues/Appropriations	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Charges For Services	\$ 0	\$ 0	\$ 77,000	\$ 0	\$ (77,000)	-100.00%
Total Revenues	0	0	77,000	0	(77,000)	-100.00
Services & Supplies	13,650,965	13,692,240	16,736,693	13,397,103	(3,339,590)	-19.95
Fixed Assets	404,291	678,000	328,779	1,602,000	1,273,221	387.26
Other Financing Uses	0	400,000	400,000	0	(400,000)	-100.00
Intrafund Transfers	0	0	(7,000)	0	7,000	-100.00
Total Requirements	14,055,255	14,770,240	17,458,473	14,999,103	(2,459,370)	-14.09
Net County Cost	\$ 14,055,255	\$ 14,770,240	\$ 17,381,473	\$ 14,999,103	\$ (2,382,370)	-13.71%

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